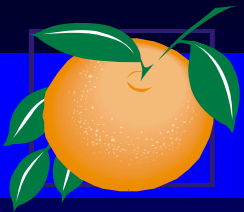


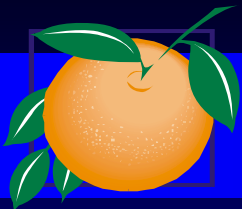
3-1-1 REPORT

**Briefing to Consolidation of
Services Study Commission**



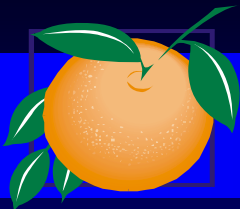
PRESENTATION OUTLINE

- **Background and Brief History**
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- **Challenges & Considerations for the future**



3-1-1 BRIEF HISTORY

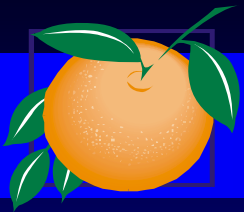
- **FCC Created New 3-1-1 Code in 1997**
- **Non-emergency police and other governmental services**
- **Improve the effectiveness of 911 emergency services**



FCC INTENT

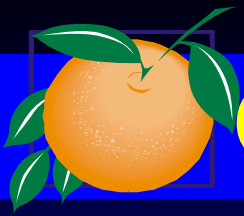
FEDERAL COMMUNICATIONS COMMISSION

- **211 – community information and referral**
- **311 – non-emergency public safety & other government services**
- **411 – local directory assistance**
- **511 – traffic and transportation information**
- **611 – local exchange carrier repair service**
- **711 – telecommunications relay service**
- **811 – local exchange carrier business office**
- **911 – emergency**



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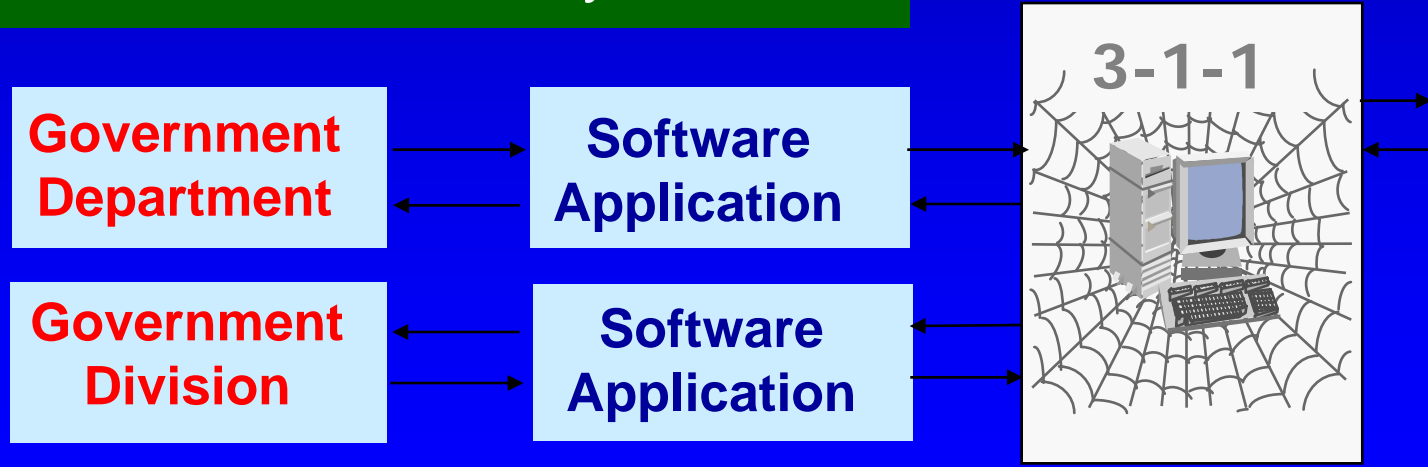
CONTACT PARADIGM SHIFT

Old Service Delivery Model

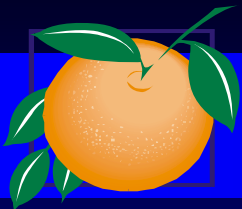


- Citizen
- Business
- Visitor
- Employees

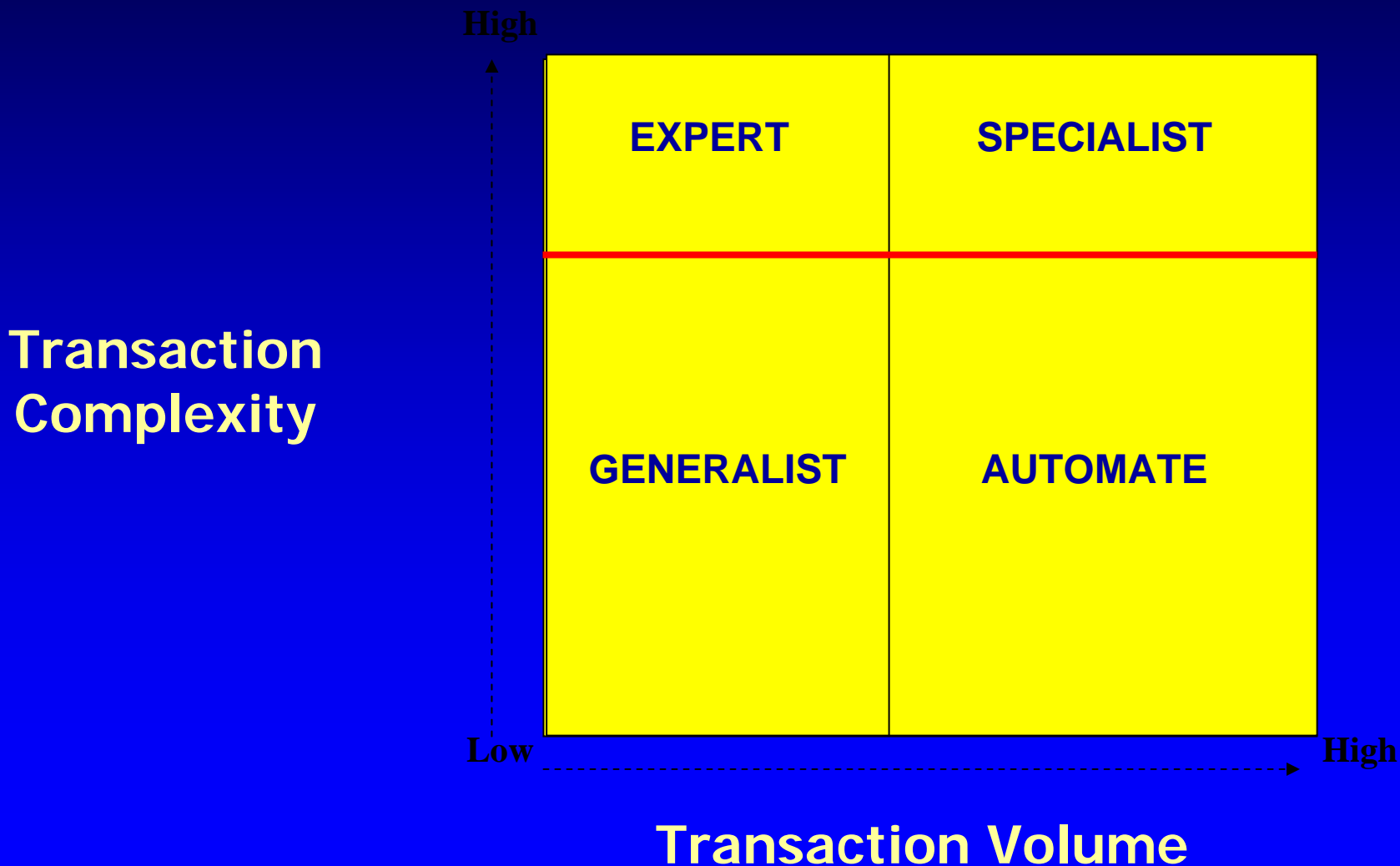
New Service Delivery Model

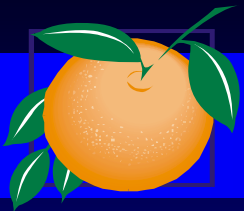


- Citizen
- Business
- Visitor
- Employees



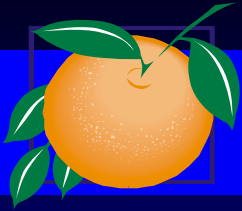
CITIZEN SERVICE TRIAGE





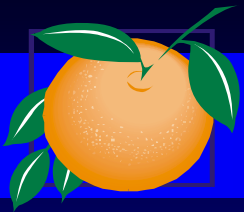
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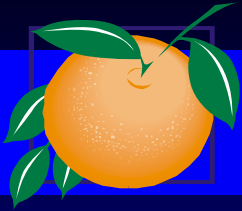
3-1-1 MISSION

- **Improved Access to Local Government**
 - **Extended Contact Hours and Days**
 - **Convenient Number**
- **Reduce Non-Emergency Calls to 9-1-1**
- **Scope of Service**
 - **Requests and Referrals for Service**
 - **Complaint Tracking**
- **Quality Customer Service**
 - **Quick Contact**
 - **Accurate Information**
 - **Courteous Experience**



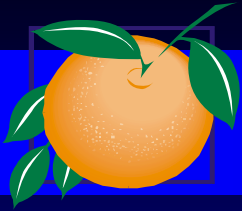
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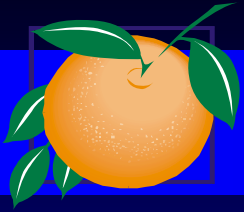
3-1-1 PILOT PROJECT

- Meetings for all jurisdictions 2000 thru 2002
- Assess other 3-1-1 systems in 2001
- Approved by BCC in May of 2003
- Received COPS grant for multi-jurisdictional model of 3-1-1 system
- Contracted with Technology Research & Consulting, Inc. to evaluate concept



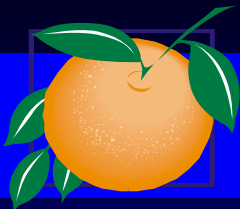
ORIGINAL COMMITTEE

- 9-1-1 Staff
- 2-1-1 Representative
- All PSAP Managers
- CAL Supervisor
- Vendor Representatives
- OCSO Staff (grant managers)
- UCF Project Liaison-grant
- OC Purchasing
- OC Information Systems and Services



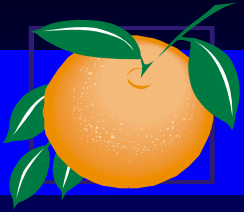
3-1-1 PROJECT REVIEW

- **Provides citizens an option that is easier to remember, easier to dial, faster and quicker than ten-digit alternatives**
- **Efficiencies in local government through contact center consolidation and service re-engineering**



WAYS TO DEPLOY 3-1-1

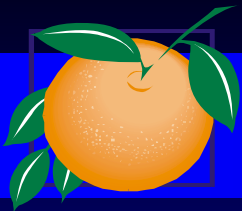
- **Non-Emergency Public Safety option**
 - Reduce 911 calls but increases non-emergency calls to call center
 - Improves public safety response
- **Government Services option**
 - One stop shopping
 - Improves accountability
 - Improves workflow
 - Includes non-emergency public safety calls



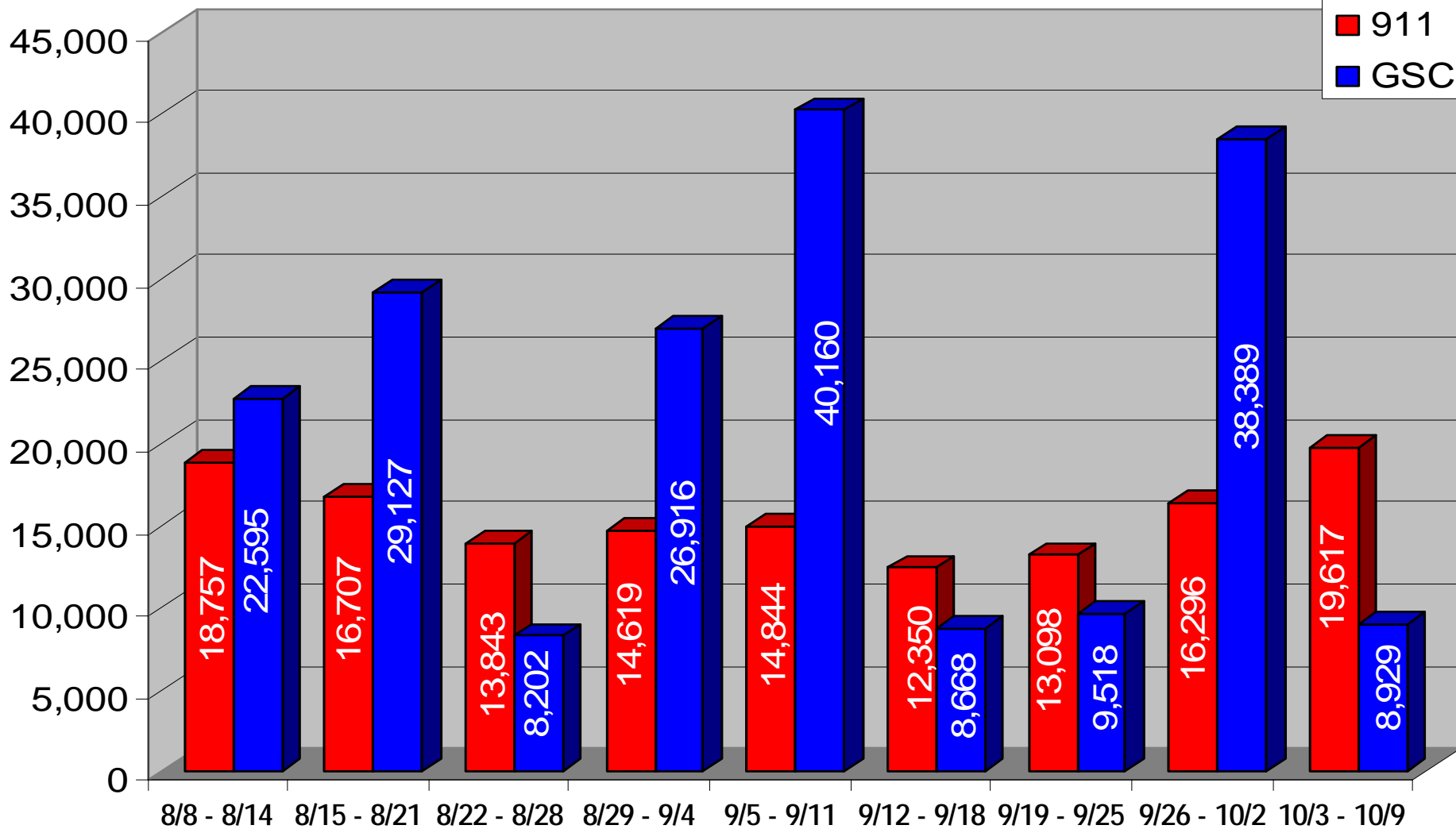
EMERGENCY OPERATIONS

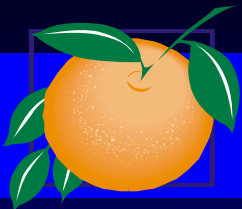
Information Requested

- Will schools close?
- Where are the Special needs shelters?
- Do you have information on hurricane Wilma?
- How to get sandbags?

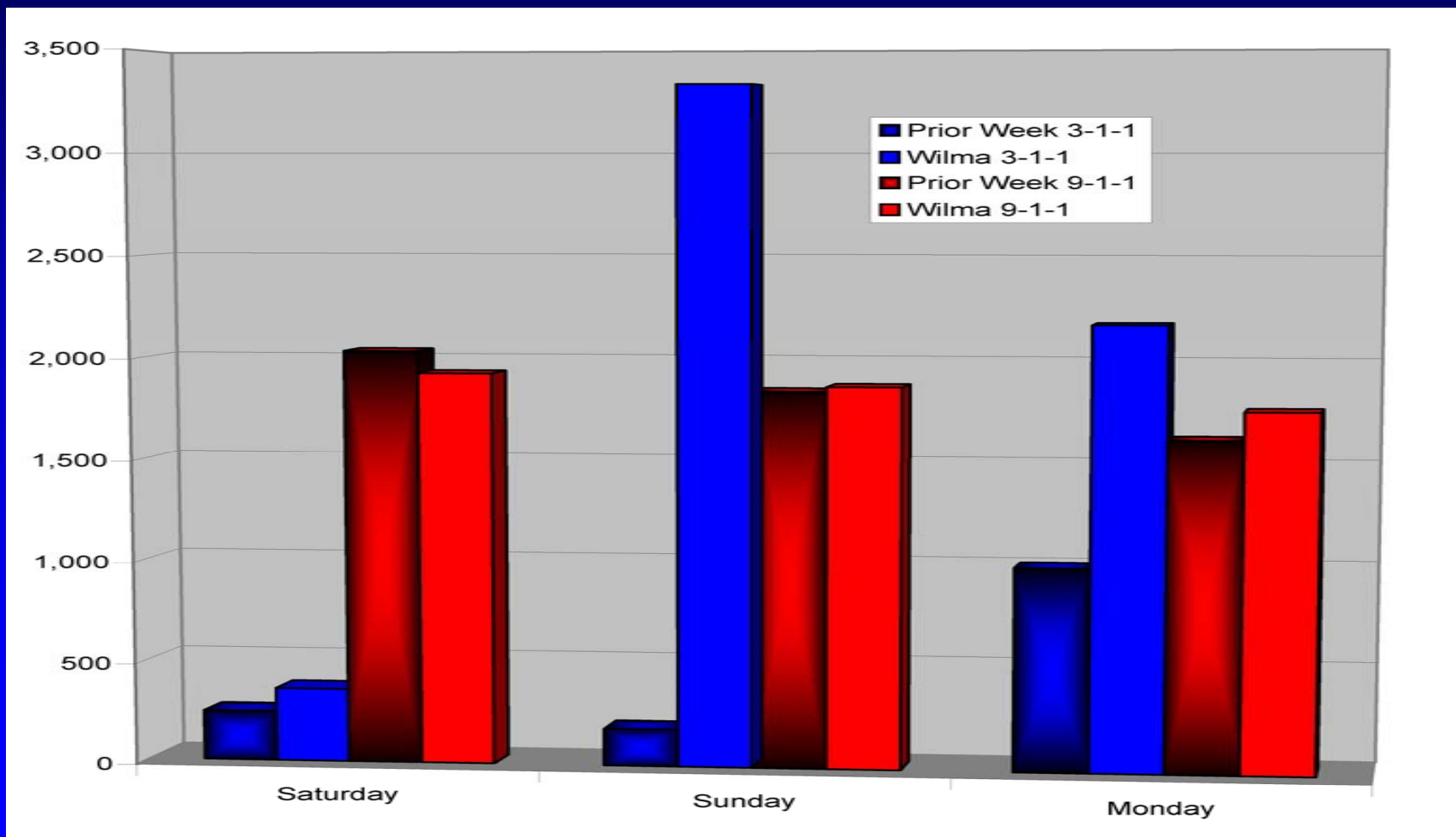


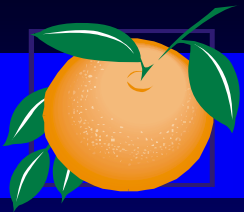
2004 HURRICANES





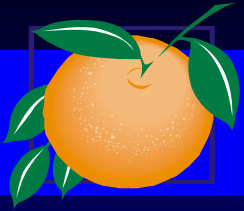
2005 HURRICANES





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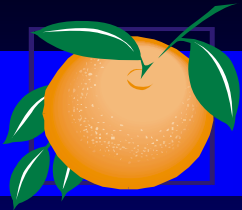


ORANGE COUNTY, FLORIDA 3-1-1

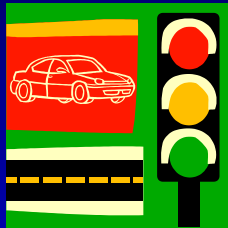
3-1-1 system is available seven days a week from 7 a.m. to 11 p.m.

e-mail:
311@ocfl.net





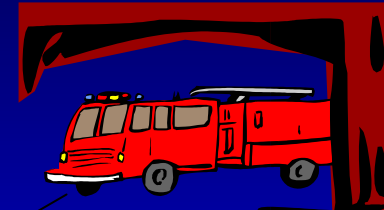
CURRENT 3-1-1 CONFIGURATION



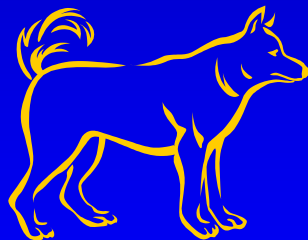
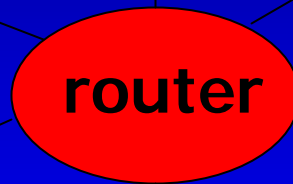
Traffic Engineering
Roads and Drainage



Orange County
Sheriff's Office



Orange County
Fire Rescue

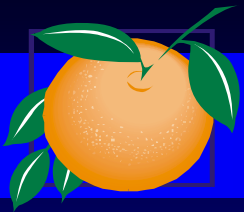


Animal Services

Belle Isle
Edgewood
Oakland
Windermere

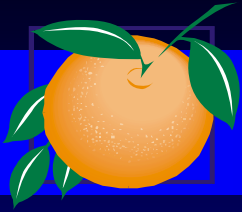


Code Enforcement



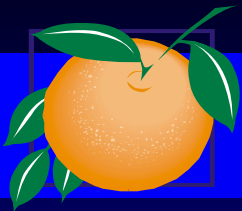
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CHALLENGES

- **Call Routing Technology**
- **Knowledge of Service Provider**
- **Software and Hardware Compatibility**
 - **Internal and External**
- **Work Flow Processes**
- **Governance**

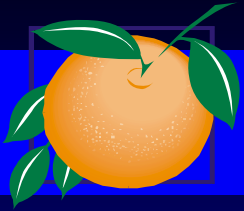


CHALLENGES

- **Administration**
- **Cost Sharing**
- **Opportunity for Streamlining Processes**
- **Education of Citizens**
- **Funding**

3-1-1 REPORT

**Briefing to Consolidation of
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ORANGE COUNTY, FLORIDA 3-1-1

3-1-1 system is available seven days a week from 7 a.m. to 11 p.m.

e-mail:
311@ocfl.net

